

## **VISA INFORMATION SERVICE (VIS)**

The American Consulate in Guayaquil no longer provides general visa information directly, nor do we change or advance visa appointments.

For visa information or to schedule or re-schedule an appointment, please contact our **Visa Information Service** (VIS) at

**1 - 800-010-145 in Ecuador or**

**1-800-919-5290 in the United States**

In order to access the **VIS**, you must have a PIN. You have two options to obtain a PIN, which costs US\$12:

- -You may obtain a PIN at any branch of Banco de Guayaquil. Please retain your bank receipt, as you will need it when you call the **VIS**; or
- -You may also obtain a PIN using your Visa or MasterCard by calling the **VIS** directly and selecting the appropriate option. Please have a pen and paper available to write down your PIN number.

The **Visa Information Service** is available from Monday to Friday from 8:00 a.m. to 6:00 p.m.